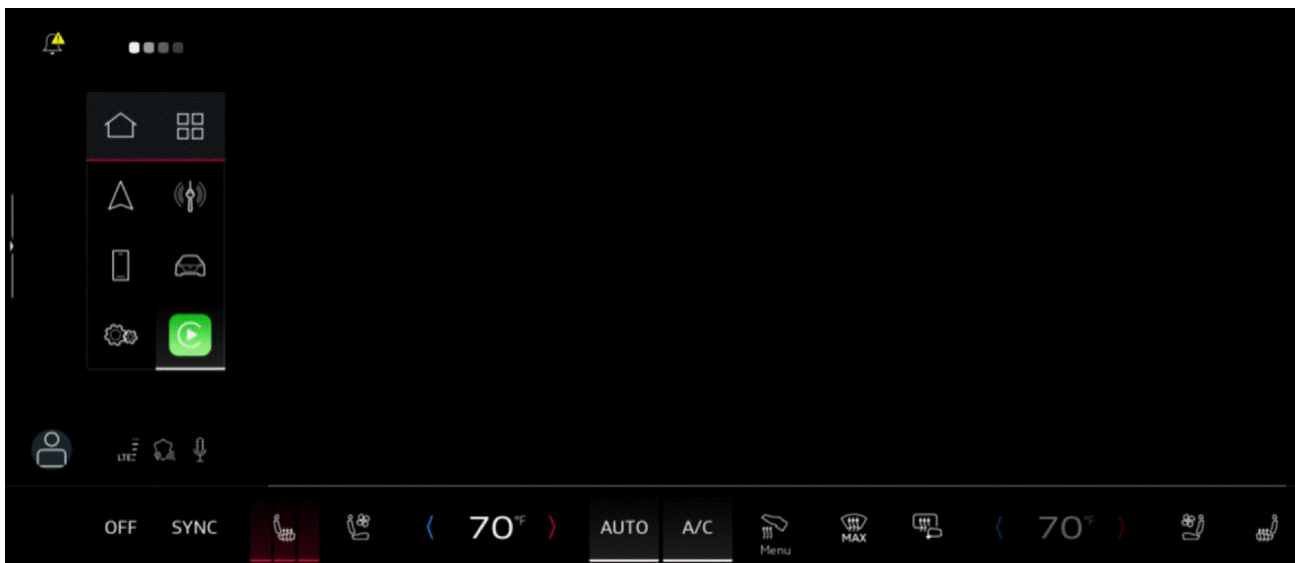


Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), A6 Sportback e-tron, S6 Sportback e-tron, Q5, Q5 Sportback, SQ5, SQ5 Sportback (GU), Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2025	All	005F – Information electronics 1 Software version 4467
A6	2026		

Customer states:

When using Apple CarPlay/Android Auto, the customer complains that Apple CarPlay/Android Auto remains black after operating a native menu (changing the drive mode, operating the air conditioning, or similar...).



If the CarPlay/Android Auto button is pressed again or Siri/Google Assistant is used, the image reappears. Media playback continues without any interruptions. The display in the instrument cluster also functions as normal.

The issue cannot be reproduced on consecutive attempts; it is necessary to wait at least 5 minutes.

Workshop findings:

The customer complaint can be reproduced.

If the CarPlay/Android Auto button is pressed again or Siri/Google Assistant is used, the image reappears.

Technical Background

Software issue.

Production Solution

Solution implemented in CL6 vehicles produced from week 06/2026 onwards.

Service

This TSB replaces Pending Service Solution (PSS) TSB 2081841: *91 PSS Apple CarPlay/Android Auto remains black after using MMI (PPE/PPC)*.

Note before workshop visit:

- The service technician should check that a combined software update TSB is available.
- The combined software update is now available for some of the affected vehicles. Before asking the customer to bring the vehicle into the workshop for repairs, please check whether a combined software update TSB is already shown for this vehicle in ElsaPro. You can also find this information in the central service info 2081477, 00 Service info: central overview of combined software update 03.11.00/C PPE/PPC - KD2*. If a combined software update TSB is not displayed, the combined software update is still being prepared, and a measure is not yet available for this vehicle. The planned release schedule can also be found in the central service info 2081477 00 Service info: central overview of combined software update 03.11.00/C PPE/PPC - KD2*.

Combined software update

The combined software update is now available for some of the affected vehicles.

This complaint is solved in **VR target state 03.11.00/C**. Please check the column **VR target state 03.11.00/C** in the central service info **2081477** 00 Service info: central overview of combined software update 03.11.00/C PPE/PPC - KD2*.

Here you can find information on whether the measure is already available via a combined software update TSB or whether the measure will be made available later.

Please run the combined software update if available. Proceed according to the combined software update TSB which is specified for this vehicle in the central service info **2081477**.

Warranty

Important for billing under warranty:

Billing is performed via this complaint-related TSB. The service number and damage code from this complaint-related TSB must be stated when billing.

The repair operations for the combined software update can be found in the central service information 2081477.

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.	
Service Number:	9196	
Damage Code:	KD2S	
Labor Operations:	Work for a combined software update	Please refer to central service information 2081477
Claim Comment:	As per TSB 2082501/1	

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2082501**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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